## CURRENT CLAIMS

A copy of the claims is provided below for the convenience of the Examiner. The claims are not amended.

1. (Previously Presented) For use in connection with a network capable of providing communications between a plurality of customers generating service requests and a plurality of vendors capable of fulfilling said service requests, a system for monitoring and controlling work flows associated with said service requests between said plurality of customers and said plurality of vendors comprising:

a main controller capable of creating a first work flow record used to control a first work flow associated with a first service request and storing said first work flow record in a storage device associated with said main controller, wherein said main controller is further capable of receiving from a first customer within said plurality of customers and a first vendor within said plurality of vendors, said first customer and said first vendor associated with said first work flow, at least one of messages, data files, software applications, and documents, storing said at least one of messages, data files, software applications, and documents in said storage device in association with said work record, and transferring at least one of said at least one of messages, data files, software applications, and documents to at least one of said first customer and said first vendor, wherein said first work flow is at least partially developed or executed by said receiving, storing and transferring said at least one of messages, data files, software and documents; and

an accounting controller associated with said main controller capable of identifying at least one fee associated with said first work flow and storing fee data associated with said at least one fee in said first work flow record.

2. (Original) The system as set forth in Claim 1 wherein said first work flow record comprises a plurality of work flow definitions defining at least one process step to be performed by at least one of said main controller, said accounting controller, a first customer processing device associated with said first customer, and a first vendor processing device associated with said first vendor.

3. (Original) The system as set forth in Claim 2 wherein at least one of said plurality of work flow definitions is modifiable by said first customer.

4. (Original) The system as set forth in Claim 2 wherein at least one of said plurality of work flow definitions is modifiable by said first vendor.

5. (Previously Presented) The system as set forth in Claim 1 wherein said first work flow record comprises a primary work flow record associated with said first service request and a secondary work flow record associated with a second service request associated with said first work flow.

6. (Original) The system as set forth in Claim 5 wherein said second work flow is associated with a second service request generated by said first vendor in response to said first service request generated by said first customer.

7. (Original) The system as set forth in Claim 5 wherein said accounting controller is further capable of identifying at least one additional fee associated with said second work flow and storing second fee data associated with said at least one additional fee in said first work flow record.

8. (Original) The system as set forth in Claim 7 wherein said accounting controller stores fee data associated with said first work flow in said primary work flow record and stores fee data associated with said second work flow in said secondary work flow record.

9. (Original) The system as set forth in Claim 1 wherein a first service associated with said first service request is performed by a customized computer-executable application generated by said first vendor, wherein said customized computer-executable application performs specific operations designed by said first vendor to meet unique requirements of said first customer.

10. (Previously Presented) For use in connection with a network capable of providing communications between a plurality of customers generating service requests and a plurality of vendors capable of fulfilling said service requests, a system for monitoring and controlling work flows associated with said service requests between said plurality of customers and said plurality of vendors comprising:

a main controller capable of creating a first work flow record used to control a first work flow associated with a first service request and storing said first work flow record in a storage device associated with said main controller, wherein said main controller is further capable of receiving from a first customer and a first vendor associated with said first work flow, at least one of messages, data files, software applications, and documents, storing said at least one of messages, data files, software applications, and documents in said storage device, and transferring at least one of said at least one of messages, data files, software applications, and documents to at least one of said first customer and said first vendor; and

an accounting controller associated with said main controller capable of identifying at least one fee associated with said first work flow and storing fee data associated with said at least one fee in said first work flow record,

wherein a first service associated with said first service request is performed by a customized computer-executable application generated by said first vendor, wherein said customized computer-executable application performs specific operations designed by said first vendor to meet unique requirements of said first customer, and

wherein said main controller is capable of transferring said customized computer-

executable application from a first data processing device associated with said first vendor to at least one of a second data processing device associated with said main controller and a third data processing device associated with said customer, wherein said main controller transfers said customized computer-executable application to said at least one of said second data processing device and said third data processing device to cause said customized computer-executable application to execute more efficiently.

11. (Previously Presented) A network comprising;

a plurality of customer data processing devices capable of generating service requests created by a plurality of customers;

a plurality of vendor data processing devices associated with a plurality of vendors capable of fulfilling said service requests; and

a system for monitoring and controlling work flows associated with said service requests between said plurality of customers and said plurality of vendors comprising:

a main controller capable of creating a first work flow record used to control a first work flow associated with a first service request and storing said first work flow record in a storage device associated with said main controller, wherein said main controller is further capable of receiving from a first customer within said plurality of customers and a first vendor within said plurality of vendors, said first customer and said first vendor associated with said first work flow, at least one of messages, data files, software applications, and documents, storing said at least one of messages, data files, software applications, and documents in said storage device in association with said work record, and transferring at least one of said at least one of messages, data files, software applications, and documents to at least one of said first customer and said first vendor, wherein said first work flow is at least partially developed or executed by said receiving, storing and transferring said at least one of messages, data files, software and documents; and

an accounting controller associated with said main controller capable of identifying at least one fee associated with said first work flow and storing fee data associated with said at least one fee in said first work flow record.

12. (Original) The network as set forth in Claim 11 wherein said first work flow record comprises a plurality of work flow definitions defining at least one process step to be performed by at least one of said main controller, said accounting controller, a first customer processing device associated with said first customer, and a first vendor processing device associated with said first vendor.

13. (Original) The network as set forth in Claim 12 wherein at least one of said plurality of work flow definitions is modifiable by said first customer.

14. (Original) The network as set forth in Claim 12 wherein at least one of said plurality of work flow definitions is modifiable by said first vendor.

15. (Previously Presented) The network as set forth in Claim 11 wherein said first work flow record comprises a primary work flow record associated with said first service request and a secondary work flow record associated with a second service request associated with said first work flow.

16. (Original) The network as set forth in Claim 15 wherein said second work flow is associated with a second service request generated by said first vendor in response to said first service request generated by said first customer.

17. (Original) The network as set forth in Claim 15 wherein said accounting controller is further capable of identifying at least one additional fee associated with said second work flow and storing second fee data associated with said at least one additional fee in said first work flow record.

18. (Original) The network as set forth in Claim 17 wherein said accounting controller stores fee data associated with said first work flow in said primary work flow record and stores fee data associated with said second work flow in said secondary work flow record.

19. (Original) The network as set forth in Claim 11 wherein a first service associated with said first service request is performed by a customized computer-executable application generated by said first vendor, wherein said customized computer-executable application performs specific operations designed by said first vendor to meet unique requirements of said first customer.

20. (Previously Presented) A network comprising;

a plurality of customer data processing devices capable generating service requests created by a plurality of customers;

a plurality of vendor data processing devices associated with a plurality of vendors capable of fulfilling said service requests; and

a system for monitoring and controlling work flows associated with said service requests between said plurality of customers and said plurality of vendors comprising:

a main controller capable of creating a first work flow record used to control a first work flow associated with a first service request and storing said first work flow record in a storage device associated with said main controller, wherein said main controller is further capable of receiving from a first customer and a first vendor associated with said first work flow, at least one of messages, data files, software applications, and documents, storing said at least one of messages, data files, software applications, and documents in said storage device, and transferring at least one of said at least one of messages, data files, software applications, and documents to at least one of said first customer and said first vendor; and

an accounting controller associated with said main controller capable of identifying at least one fee associated with said first work flow and storing fee data associated with said at least one fee in said first work flow record,

wherein a first service associated with said first service request is performed by a customized computer-executable application generated by said first vendor, wherein said customized computer-executable application performs specific operations designed by said first vendor to meet unique requirements of said first customer, and

wherein said main controller is capable of transferring said customized computer-executable application from a first data processing device associated with said first vendor to at least one of a second data processing device associated with said main controller and a third data processing device associated with said customer, wherein said main controller transfers said customized computer-executable application to said at least one of said second data processing device and said third data processing device to cause said customized computer-executable application to execute more efficiently.

21. (Previously Presented) For use in a network capable of providing communications between a plurality of customers generating service requests and a plurality of vendors capable of fulfilling the service requests, a method of monitoring and controlling work flows associated with the service requests between the plurality of customers and the plurality of vendors comprising the steps of:

creating a first work flow record used to control a first work flow associated with a first service request;

storing the first work flow record in a storage device;

receiving from a first customer within said plurality of customers and a first vendor within said plurality of vendors, said first customer and said first vendor associated with said first work flow, at least one of messages, data files, software applications, and documents;

storing the at least one of messages, data files, software applications, and documents in the storage device in association with said work record, and transferring at least one of the at least one of messages, data files, software applications, and documents to at least one of the first customer and the first vendor, wherein said first work flow is at least partially developed or executed by said receiving, storing and transferring said at least one of messages, data files, software and documents; and

identifying at least one fee associated with the first work flow and storing fee data associated with the at least one fee in the first work flow record.

22. (Original) The method as set forth in Claim 21 wherein the first work flow record comprises a plurality of work flow definitions defining at least one process step to be performed by at least one of a first network processing device associated with the network, a first customer processing device associated with the first customer, and a first vendor processing device associated with the first vendor.

23. (Original) The method as set forth in Claim 22 wherein at least one of the plurality of work flow definitions is modifiable by the first customer.

24. (Original) The method as set forth in Claim 22 wherein at least one of the plurality of work flow definitions is modifiable by the first vendor.

25. (Previously Presented) The method as set forth in Claim 21 wherein the first work flow record comprises a primary work flow record associated with the first service request and a secondary work flow record associated with a second service request associated with the first work flow.

26. (Original) The method as set forth in Claim 25 wherein the second work flow is associated with a second service request generated by the first vendor in response to the first service request generated by the first customer.

27. (Original) The method as set forth in Claim 25 including the further steps of:

identifying at least one additional fee associated with the second work flow; and

storing second fee data associated with the at least one additional fee in the first work flow record.

28. (Original) The method as set forth in Claim 27 wherein fee data associated with the first work flow is stored in the primary work flow record and fee data associated with the second work flow is stored in the secondary work flow record.

29. (Original) The method as set forth in Claim 21 wherein a first service associated with the first service request is performed by a customized computer-executable application generated by the first vendor, wherein the customized computer-executable application performs specific operations designed by the first vendor to meet unique requirements of the first customer.

30. (Previously Presented) For use in a network capable of providing communications between a plurality of customers generating service requests and a plurality of vendors capable of fulfilling the service requests, a method of monitoring and controlling work flows associated with the service requests between the plurality of customers and the plurality of vendors comprising the steps of:

creating a first work flow record used to control a first work flow associated with a first service request;

storing the first work flow record in a storage device;

receiving from a first customer and a first vendor associated with the first work flow at least one of messages, data files, software applications, and documents;

storing the at least one of messages, data files, software applications, and documents in the storage device, and transferring at least one of the at least one of messages, data files, software applications, and documents to at least one of the first customer and the first vendor;

identifying at least one fee associated with the first work flow and storing fee data associated with the at least one fee in the first work flow record;

performing a first service associated with the first service request by a customized computer-executable application generated by the first vendor, wherein the customized computer-executable application performs specific operations designed by the first vendor to meet unique requirements of the first customer; and

transferring the customized computer-executable application from a first data processing device associated with the first vendor to at least one of a second data processing device

associated with the network and a third data processing device associated with the customer, wherein the customized computer-executable application is transferred to the at least one of the second data processing device and the third data processing device to cause the customized computer-executable application to execute more efficiently.

Claims 31-55 (Cancelled).